

# Workshops Day 1

## Session I:

10:30 A.M. – 12:00 P.M.

### 1 Cabrillo @ 10:30 A.M.

#### **Role, Duties and Responsibilities of the Housing Specialist**

Arthur Poghosyan, Health Program Analyst I, Department of Mental Health  
Armando Iraldo, Community Worker, Department of Mental Health  
Angel Quintanilla, Community Worker, Department of Mental Health

This workshop will provide an overview of the role, duties, and responsibilities of a Housing Specialist. The presenters include staff that has many years of experience working as a housing specialist who will discuss their day-to-day experiences working with consumers on housing issues and the role of the housing specialist on the mental health team.

#### **Objectives:**

1. Specify the roles and duties of housing specialists.
2. Explain the day-to-day functions of housing specialists.

### 2 Catalina @ 10:30 A.M.

#### **Surging Through Wait Lists: Housing Homeless Vets in HUD Buildings**

Steve Renahan, Senior Policy Advisor, Shelter Partnership, Inc.  
Jerome Champion, Program Advisor to the Los Angeles Multifamily HUB Director,  
HUD – Los Angeles  
Quanetha Hunt, Director, Adult Homeless Services, Volunteers of America LA  
Jim Perley, President, Western America Properties

Learn how to help homeless veterans overcome the barriers inherent in affordable housing wait list and application procedures to access some of the 10,000 units of affordable housing in Los Angeles County, how to partner with reliable service providers, and how to do all this with Department of Housing and Urban Development (HUD) approval. Learn the magic of HUD Notice H 2013-21 that turns owner/agents into willing partners in ending homelessness among veterans.

#### **Objectives:**

1. Learn how to help homeless veterans overcome the barriers inherent in affordable housing wait list and application procedures.

2. Understand the importance of HUD Notice H 2013-21 in making it possible for HUD owner/agents to house homeless veterans.

### 3 Catalina @ 10:30 A.M.

#### **The Wellness Skills Model: A Cost-Effective, Research-Based Program for Integrating Mental Health, Substance Abuse and Health Education Interventions for Chronically Homeless Individuals with Co-occurring Mental Illness, Substance Addiction and Physical Health Problems**

Christina Miller, Ph.D., Associate Director, OPCC

Colleen Ryan, LMFT, Director of Clinical Administration, OPCC

Marisa Axelrod, RN., BSN, RN Care Coordinator, OPCC

Tanya Booker, Project Director, Cloverfield Services Center, OPCC

This workshop will present a skills-based model for providing integrated mental health, substance abuse and health education interventions to chronically homeless individuals. The program modules include: 1) Health education workshops that teach participants how to recognize medical symptoms, engage in self-care activities for chronic medical conditions and adopt physically healthy behaviors; 2) Workshops that teach a range of emotional and behavioral coping skills, including communication, emotion management, anger management, assertiveness, and stress management; and 3) Coping skills connected with controlling substance use. Each of the specific skills modules can be used with clients both in groups and individually. In addition, a special intervention program that is currently being used with formerly homeless clients who are now living in a shared housing environment will be presented. Using each shared house as a group community, this program teaches clients skills needed to live with others, including conflict management, assertiveness, and group communication. Outcome research will be presented.

#### **Objectives :**

1. Participants will gain an understanding of the components of the Wellness Skills Model and how to adapt the components for use in different agencies.
2. Participants will understand the research constructs and outcomes connected with the model and the reasons for its effectiveness.

### 4 Redwood @ 10:30 A.M.

#### **Mental Health First Aid – Overview**

Mark Parra, Health Program Analyst II, LA County Department of Mental Health

This workshop will provide an overview of the Mental Health First Aid (MHFA) curriculum. MHFA serves as a first response to a mental health crisis until appropriate treatment and support are received or until the crisis is resolved. First aid aims to 1) preserve life when a person may be a danger to self or others; 2) provide help to prevent further harm 3) promote and enhance recovery; and, 4) provide comfort to the person who is ill or injured. The course will provide an overview on some of the most

common mental disorders such as depression, anxiety, psychosis, and substance use and eating disorders. MHFA will teach the layperson how to respond when a person is going through a state of crisis and appropriate resources available in the community.

**Objectives:**

1. To receive an overview of the MHFA curriculum.
2. To learn ways to identify common mental health disorders and how to respond to

## **5 Joshua Tree @ 10:30 A.M.**

### **Managing Special Needs Housing: Understanding the Roles and Responsibilities**

Lori Horn, Vice President, The John Stewart Company  
Peter Purtell, Regional Manager, The John Stewart Company  
Brian Hunt, Regional Director, The John Stewart Company

Operating permanent supportive housing can be challenging, especially when dealing with special needs populations. The panelists of this workshop will present on the importance of having a collaborative approach to managing special needs housing. This interactive session will define the roles of the manager, case manager, and resident service coordinator. It will explore best practices and describe how staff can successfully work together as an effective team.

**Objectives:**

1. To define the role of the manager, case manager and resident service coordinator in permanent supportive housing
2. To showcase “best practices” and effective strategies to successfully manage permanent supportive housing

## **6 Yosemite @ 10:30 A.M.**

### **How to Lease up Permanent Supportive Housing (PSH) Vacancies Timely**

Peter Barker, President Barker Management, Inc.  
Billye Fairley, Assistant Housing Manager, HACLA

The workshop will include an open discussion on how leasing up PSH units can be expedited or leased-up in a timely manner. It will also provide insights from actual experiences of the leasing team on issues that have caused delays in the leasing process. The participants from the housing authorities will describe their processes including how to incorporate CES and provide guidance on how to fill PSH vacancies as quickly as possible.

**Objectives:**

1. To understand the basic rules in leasing up PSH units.
2. To learn how to effectively navigate the process of filling up vacant units.

## 7 Tahoe @ 10:30 A.M..

### The Evolving Vision of the MHSA Housing Program

**Facilitator:** Simonne Ruff, Corporation for Supportive Housing

Judy Iturriaga, Ph.D., M.F.T., Service Chief II, AOABHS Residential Care & Housing, OC Health Care Agency

Doug Fazekas, Administrative Manager, Housing and Employment Program, San Bernardino County

Reina M. Turner, M.S., Division Chief, Housing Policy and Development, County of Los Angeles Department of Mental Health

The County of Los Angeles, Orange County, San Bernardino County and other Counties in the State have all embraced recovery principles in operationalizing the MHSA Housing Program. This panel presentation, training and dialogue will review the progress made thus far in Los Angeles, Orange, and San Bernardino Counties in implementing the MHSA Housing Program, the current status of the MHSA Housing Program, future funding availability as well as how the program is evolving in Southern California and other areas of the State. We will also discuss our approach to service delivery and our experience with increasingly mixed populations in single projects. Orange County will discuss their County-provided Resident Clinical Service Provider model that enhances the services provided by the designated Lead Providers.

#### Objectives:

1. To enhance understanding of the development and ongoing operation MHSA Housing projects.
2. To understand the evolution of the MHSA Housing program in Southern California and Statewide.
3. To share information regarding specific plans and next steps for the MHSA Housing Program in Orange, San Bernardino, San Diego and Los Angeles Counties.

## Session II:

1:30 P.M. – 3:00 P.M.

## 8 Cabrillo @ 1:30 P.M.

### Overcoming Barriers to Housing- Developing an Individualized Housing Plan

Carmen Hill, MBA, President, CitiHousing Real Estate Services

This workshop will provide practical information on how to work with the consumer in setting realistic, achievable housing goals:

#### Objectives:

1. Learn how to assess the consumer's housing needs.
2. Learn how to identify housing barriers to securing housing and to develop and implement a plan to address the barriers.
3. To provide information on assisting the consumer with identifying housing options.
4. To provide information on preparing the consumer on how to maintain their housing.

## 9 Catalina @ 1:30 P.M.

### Exploring Challenges to Housing Retention: A Scattered Site Perspective

Jen Chambless, ACSW, Program Manager, Lead Supportive Services Coordinator, Alliance for Housing and Healing

Erin Donovan, ACSW, Supportive Service Coordinator, Alliance for Housing and Healing

Cheryl Castillo, MA, ACSW, Director of Permanent Supportive Housing, Alliance for Housing and Healing

This workshop aims to increase awareness of various challenges consumers and providers encounter in assisting consumers with mental health issues in retaining housing and explore solutions to these challenges. The presenters will explore four major areas where challenges arise: consistency in paying rent, maintaining the apartment unit, managing expectations of housing as it relates to legal notices, work orders, lease agreements, etc., and managing relationships with neighbors and the surrounding community. Additionally, the presenters will discuss techniques supportive services providers can use to assist their consumers in addressing these challenges and maintaining housing.

#### Objectives:

1. To increase awareness of the challenges in housing retention.
2. To explore techniques to assisting in maintaining housing.

## 10 Mojave @ 1:30 P.M.

### CalWORKs Housing Program

Roberto De La Torre, Human Services Administrator I,  
Department of Public Social Services

The CalWORKs Housing Program offers a number of benefits and services designed to assist CalWORKs homeless families and families at-risk of homelessness to prevent eviction or to move out of their current situation and into affordable permanent housing. Benefits include temporary shelter payments, permanent housing payment, short-term rental subsidy, assistance to prevent eviction, relocation assistance, and case management services.

#### Objectives:

1. To provide an overview of the CalWORKs housing programs and services that are available to homeless CalWORKs families and families who are at-risk of homelessness.
2. To provide information on how a CalWORKs family that is homeless or at-risk of homelessness can connect to the CalWORKs housing programs and services.

## 11 Redwood @ 1:30 P.M.

### Fair Housing 101 for Management and Tenant Advocates

Carey Stone, ADA Coordinator, City of Los Angeles' Department on Disability

Participants will gain an in-depth understanding of fair housing laws, along with practical advocacy strategies for resolving housing problems, from the perspectives of both property management and tenant advocates. The presentation includes a special emphasis on the concepts of reasonable accommodation and modification for people with mental and physical disabilities. Participants will gain a better understanding of what constitutes discrimination, how to respond to requests for reasonable accommodations and modifications, and how to make such requests.

#### Objectives:

1. To gain a solid understanding of fair housing laws.
2. To learn how to use this understanding of the law in a practical manner.

## 12 Joshua Tree @ 1:30 P.M.

### Housing and Servicing the Reentry Population

Peggy Edwards, Executive Director, Los Angeles Regional Reentry Partnership  
Jose "Joey" Aguilar, Manager of Resident Services, Skid Row Housing Trust

"Reentry" is the process that formerly incarcerated people go through when they end incarceration and begin to reintegrate into their communities. Prior to October 2011, people were primarily sent to state prison for felony convictions. When they returned to their communities, they were under the supervision and support of state parole. Since Public Safety Realignment (AB 109), people convicted of non-serious felonies primarily serve their sentences in county jail and those completing their sentences in state prison return under the supervision of county probation. Incarceration, supervision, and reentry support of felons with non-serious convictions have become responsibilities of counties. This workshop will focus on how to assist this population with their successful reintegration into the community through services and housing supports

#### Objectives:

1. To learn the challenges of the reentry population.
2. To better understand what it means to provide housing and services for this population.

## 13 Yosemite @ 1:30 P.M.

### Housing First and Housing Retention Strategies With Tenants Who Were Chronically Homeless – With Special Focus on Harm Reduction and CTI Strategies.



Mollie Lowery, Executive Director, Housing Works

This workshop will describe what it takes to *successfully* house the most vulnerable, multi-diagnosed, chronic homeless persons. Yes, that includes persons who are active drug users and persons who are ambivalent about mental health or substance abuse treatment. Minimally, the goal of this work is to help tenants retain their housing. Of equal importance is the ability to share and facilitate the client's journey of recovery and becoming thriving participants in the community.

### **Objectives:**

As a result of the training, participants will:

1. Have a thorough knowledge of the definition and theory of Harm Reduction strategies.
2. Have new, tangible, applicable tools to work with in implementing Harm Reduction strategies in outreach/engagement work and in permanent supportive housing environments.
3. Have a renewed, deepened understanding of persons challenged by a combination of homelessness, serious mental illness, and addictions- and how best to meet their needs.

### **14 Tahoe @ 1:30 P.M.**

**The Evolving Vision of the MHSA Housing Program**

**Facilitator: Gabriele Hook**, Corporation for Supportive Housing

Judy Iturriaga, Ph.D., M.F.T., Service Chief II, AOABHS Residential Care & Housing, OC Health Care Agency

Doug Fazekas, Administrative Manager, Housing and Employment Program, San Bernardino County

Reina M. Turner, M.S., Division Chief, Housing Policy and Development, County of Los Angeles Department of Mental Health

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## Session III:

### 3:15 P.M. – 4:45 P.M.

#### 15 Cabrillo @ 3:15 P.M.

##### Overcoming Housing Barriers: Tips on Getting an Application Accepted

Carmen Hill, MBA, President, CitiHousing Real Estate Services

This workshop will teach participants how to assist consumers with finding and securing housing. Taught by a property manager/leasing agent, this workshop will give the landlord's perspective.

##### Objectives:

1. To learn how to conduct a housing search.
2. To learn how to prepare the consumer for communications with the landlord.
3. To learn how to fill out a rental application.
4. To learn how to conduct a mock interview.

#### 16 Catalina @ 3:15 P.M.

##### Preventing Staff Burnout in Homeless Programs

Val Lecia Adams Kellum, Ph.D., St. Joseph Center

Jonathan Castillo, Director of Veteran Services, PATH

Erin McGinnis, MSW, St. Joseph Center

Paul Duncan, SSVF Coordinator, Mental Health America

Amber Roth, MSW, Director of Operations & Programs, Homeless Health Care Los Angeles

This workshop will address the following questions. What is burnout and why does it occur? How prevalent is it among professionals working to end homelessness? What are the associated factors in burnout? Are there any warning signs? How can someone know when they are close to burnout? Can burnout be prevented? What can supervisors do to protect their staff?

##### Objectives:

1. To learn what burnout is and why it occurs?
2. To learn warning signs of burnout and burnout prevention techniques.



## 17 Mojave @ 3:15 P.M.

### What it Takes To Go From Chronic Homelessness to Obtaining and Sustaining a HOME- From the Tenant Perspective

Mollie Lowery, Executive Director, Housing Works

Four current tenants of permanent supportive housing that were formerly chronic homeless

In this workshop, a panel of tenants who were chronically homeless and are now living in permanent supportive housing units, will share their experience and give their perspective on what it takes to successfully make these life-changing transitions, and ultimately becoming fully participating members of their community.

#### Objective:

1. Gaining a deeper understanding of the vital role persons who were chronically homeless themselves play in reaching the goal of establishing a home.
2. Clarification of what services, supports, *relationships*, strategies are most effective in assisting persons that were chronically homeless to secure a home.

## 18 Redwood @ 3:15 P.M.

### Addressing Difficult Behaviors—Problem-Solving Process

Ervin Munro, M.S., Director of Social Services, SRO Housing Corporation

This presentation is designed primarily for Case Managers and Service Coordinators. However, it may be quite useful for Property Managers, Clinicians, Supervisors, and others who work with clients/residents each day. Participants will learn how to objectively identify behavior (and what it is not) in order to better address “difficult” behavior. Participants will learn causes of difficult behavior and specific techniques to address it. Participants will receive a specific chart on how to utilize the “Problem-Solving/Decision-Making” process in order to effectively address behavioral concerns. Other areas that will be covered in the workshop include manipulative behavior, de-escalation techniques, and acting out behavior.

#### Objectives:

1. To define behavior vs. labels, reactions, interpretations, speculations, etc. of behaviors.
2. To define many of the causes of “difficult” behavior and identify specific methods to address “difficult” behavior.

## 19 Joshua Tree @ 3:15 P.M.

### Tenant Engagement in Permanent Supportive Housing

Mina Zivkovic, Fund Development & Resident Services Coordinator, Innovative Housing Opportunities

David Littlehales, Director of Residential Services, A Community of Friends

Kiara Karvelli, Lead Service Coordinator, Menorah Housing Foundation

Daniel Pepper, Director of Resident Services, West Hollywood Community Housing Corporation

Jenn Ma-Pham, Director of Housing and Clinical Health Services, Downtown Women's Center

This workshop will showcase emerging supportive service strategies that are being implemented within permanent housing settings. The focus will be on services and initiatives that promote life-enriching programming and personal development activities that may take place on site or off-site the buildings within which tenants live. The presenters will focus on how their agencies planned, instituted, funded and sustained such initiatives ranging from healthy habits and physical activities to community service and engagement, focusing on the particular needs of the target population. The audience will be asked to be active participants by asking questions, offering insights, and identifying opportunities for service delivery.

**Objectives:**

1. Participants who attend the workshop will learn about how to develop best practices in engaging tenants.
2. Participants will gain ideas on how to fund these best practices in permanent supportive housing.

**20 Yosemite @ 3:15 P.M.**

**Los Angeles County Housing Programs and Resources**

Larry Newnam, Supervisor, Housing Development Unit, Community Development Commission County of Los Angeles

Tammy Allen, Program Specialist, Housing Authority of the County of Los Angeles

Nina Miller, Chief of Operations, Socialserve.com

This workshop will provide an overview of the organizational structure and affordable housing programs administered by the Community Development Commission (CDC) and Housing Authority of the County of Los Angeles (HACoLA). The presenters will profile recently completed supportive and affordable housing projects that have received CDC/HACoLA funds. Staff from the Assisted Housing Division will highlight recent Project Based Voucher developments and share information on the first Rental Assistance Demonstration (RAD) conversion. Updates on VASH and Shelter Plus Care will be included.

The workshop will also include a demonstration of the Los Angeles County Housing Resource Center website ([www.housing.lacounty.gov](http://www.housing.lacounty.gov)) as a tool to help caseworkers and housing locators find affordable, accessible, and special needs rental housing for clients. Participants will receive the County's new 2015 Housing Programs Map that outlines our programs and service areas.

**Objectives:**

1. To receive the latest updates on Los Angeles County housing programs.
2. To learn ways to optimize use of the LA County Housing Resource Center.

**21 Tahoe @ 3:15 P.M.**

**Merging Mental Health Care with Homeless Service Agencies: the Process, Difficulties and Triumphs**

Christina Miller, Ph.D., Associate Director, OPCC

Julie DeRose, MA, MFT, ATR, Director of Permanent Housing Services, OPCC

The vast majority of today's chronically homeless individuals suffer from serious mental illness. This workshop, which will be facilitated by two mental health clinicians who began their careers in traditional mental health settings and later moved to the field of homeless services, will examine the process of expanding and integrating mental health care within homeless service agencies. Among the issues explored will be: bridging the gaps between clinicians and non-clinicians; the timing of change (how much is too much, how fast is too fast); getting buy-in from non-clinical staff; training and hiring clinicians to have "street smarts;" fostering an interdisciplinary environment of equals who learn from each other; establishing a clinical standard of care; and protecting and nurturing the heart and soul of grass roots agencies.

**Objectives:**

1. To understand the processes involved in integrating mental health services within homeless service agencies.
2. To explore ways of addressing the challenges of the process of mental health integration in agencies that were not primarily mental health agencies.

*Raffle @ Yosemite Hall  
VIP NetWork and Social*

# Workshops Day 2

**Session I:**

**10:30 A.M. to 12:00 P.M.**

**22 Cabrillo @ 10:30 A.M.**

**How to Develop Partnerships with Landlords-The Landlord's Perspective**

Carmen Hill, MBA, President, CitiHousing Real Estate Services

This workshop will consist of a panel of landlords that have rented to DMH consumers and will discuss what the landlord's expectations are for the case managers (housing specialists) for a successful partnership.

**Objectives:**

1. To learn how to find landlords willing to rent to DMH consumers.
2. To understand the affordable housing options.
3. To learn how to maintain a successful relationship with landlords.

## **23 Catalina @ 10:30 A.M.**

### **Continuous Quality Improvement (CQI) Part 1 - What it is, why you want to use it, and how to make it happen!**

Karina Mueller, Consultant,

This presentation will provide a fun and easy to understand overview of CQI, which is a best practice that ensures program and agency outcomes are achieved in an efficient and sustainable way. In a constantly changing environment with ever growing needs and limited resources, funders are increasingly moving toward paying for performance instead of services while providers are working harder with less resources to improve their clients' quality of life.

**Objective:**

1. Describe the model and practical strategies that can be used daily by leaders, managers, and direct care staff to improve program performance and meet funders' reporting and outcome expectations.
2. Learn implementation strategies and concrete steps for obtaining staff buy in and reducing resistance to change.

## **24 Mojave @ 10:30 A.M.**

### **Invisible Wounds: Impact of Complex Trauma on Brain Develop**

Moises Rodriguez, Ph.D., Clinical Psychologist

Children's Hospital Los Angeles: Homeless Adolescent Wellness Center

The purpose of this workshop is to become familiar with and implement services for individuals experiencing homelessness from a Trauma Informed Consciousness/Care perspective. A review of traumatic experiences that can impact neurobiological and psychosocial development across the lifespan will be provided. Additionally, the neuroplasticity of the brain and the resilience inherent in us all (posttraumatic growth) will be discussed and practiced from numerous unorthodox perspectives. A multi-modal collaborative learning approach will be implemented throughout the workshop (discussion, audio-visual, activities to practice). The overall theoretical framework

utilized to build resilience and to promote growth and healing is: Attachment, Self-Regulation and Competency (ARC).

**Objectives:**

1. To recognize the importance of Trauma Informed Consciousness/Care in service provision.
2. To learn how to use ARC from a Trauma Informed Care perspective.

**25 Redwood @ 10:30 A.M.**

**Engaged Staff Engaged Clients: Ways to Build your Team While Effectively Engaging your Clients**

Jenn Ma-Pham, Director of Housing and Clinical Health Services, Downtown Women's Center

Sarah Callender, Health Program Manager, Downtown Women's Center

Martha Delgado, Associate Director of Housing Programs, Downtown Women's Center

Elvia Valdes, Housing Manager, Downtown Women's Center

Key Downtown Women's Center leaders will discuss how they have developed highly engaged and focused teams that have been able to effectively engage clients in services. They have designed programs that are creative and strategic; thus, contributing to a high level of participation, retention, peer leadership among participants, and housing stability. The workshop will discuss DWC's core values, its staffing engagement techniques, and program design elements that lead to effective programming within their scattered-site housing programs serving female veterans and Moving On clients, Health and Wellness Programming, and Permanent Supportive Housing Programs.

**Objectives:**

1. To provide social service providers with some techniques for engaging staff.
2. To share programming ideas for engagement and retention of clients in health and housing.

**26 Joshua Tree @ 10:30 A.M.**

**Flexible Housing Subsidy Pool - Operating Subsidies for Supportive Housing**

Deanna Bligh, Housing Finance Consultant, California Housing Finance Corporation

Paul Buckland, Wells Fargo Bank

Corinn Buchanan, Department of Health Services

In order to keep rents affordable for tenants while still maintaining a viable project with sufficient cash flow, supportive housing developers need to find more ways to subsidize property operations. To this end, the Department of Health Services (DHS) launched the Flexible Housing Subsidy Pool in 2014. This panel will provide an overview of this

subsidy program and eligibility requirements of projects and tenants. Hear from a developer who has secured this subsidy for projects currently in operation. Learn how lenders and investors are able to make loans on supportive housing projects, and how they look at operating subsidies when underwriting a conventional loan.

**Objectives:**

1. Learn about the DHS Flexible Housing Subsidy Pool and the types of operating subsidies available for supportive housing projects.
2. Learn how lender and investors underwrite these operating subsidies in order to support conventional loans.

**27 Yosemite @ 10:30 A.M.**

**Ending Veteran Homelessness**

Greg Spiegel, Director of Homeless Policy, City of Los Angeles Mayor's Office  
Peter Lynn, Executive Director, Los Angeles Homeless Services Authority  
Craig Joyce, MSW, Social Work Supervisor, US Department of Veterans Affairs, Greater Los Angeles  
Joanna Bomba, Program Associate, Home For Good, United Way of Greater Los Angeles

This workshop will focus on how veteran homelessness is being ended in Los Angeles and will answer the following questions. What resources are being brought to bear for this effort? How are homeless systems being changed to end, rather than manage, veteran homelessness? How does LA stack up against other cities with the same goal? How can you be part of the solution?

**Objectives:**

1. To learn how to help homeless veterans overcome barriers to get housing and stay housed.
2. To learn what can be done to help make it possible to end veteran homelessness.

**28 – Sequoia @ 10:30 A.M.**

MHSA Housing Program Southern California Regional Coordinator's Meeting

**Session II:**

**1:00 P.M. – 2:30 P.M.**



## **29 Cabrillo @ 1:00 P.M.**

### **Mental Wellness Series: A Community Outreach and Education Strategy**

Haydeh Fakhrbadi, Psy.D. Clinical Psychologist II, LA County Department of Mental Health

This workshop will provide an overview of Mental Wellness Series, an outreach and engagement strategy provided by Los Angeles County Department of Mental Health Older Adult System of Care Bureau, Anti-Stigma and Discrimination Team. The program provides prevention services primarily by increasing awareness of Mental Wellness for older adults throughout Los Angeles County, particularly among underserved and underrepresented communities. Mental Wellness Series consists of eleven mental wellness related topics specific to older adults; this workshop will provide a brief overview and description of each specific topic. Also, samples of these presentations will be illustrated during the workshop.

#### **Objectives:**

1. Participants will learn about various mental wellness related topics specifically developed for older adults.
2. Participants will learn about outreach activities provided by DMH's Older Adult System of Care Bureau.
3. Participants will learn about linguistically and culturally sensitive strategies used by the team when delivering these educational presentations.

## **30 Catalina @ 1:00 P.M.**

### **Continuous Quality Improvement Part 2 - Meeting the Los Angeles Department of Mental Health Standards**

Karina Mueller, Consultant,

This workshop will provide a hands on and practical session specifically for providers striving to meet the Los Angeles County Department of Mental Health performance standards for the Mental Health Housing Trust Fund and Housing Programs. Participants will benefit from an overview of the expected performance metrics, the monitoring process used to regularly evaluate programs, and the dashboard used by the Department.

#### **Objectives:**

1. Assess their current systems and practices against the structures necessary for using CQI and identify action steps for increasing their readiness to implement CQI as necessary.
2. Use actual provider performance data to apply the skills learned in Part 1 of this series.
3. Practice utilizing performance reports to identify and prioritize opportunities for improvement, evaluate existing process data, identify additional necessary data, and plan a process improvement project designed to improve performance.

## 31 Mojave @ 1:00 P.M.

### Sensory Approaches to Emotion Dysregulation: One Role for Occupational Therapy in Permanent Supportive Housing

Deborah B. Pitts, PhD, OTR/L, BCMH, CPRP, Assistant Professor of Clinical Occupational Therapy  
USC Chan Division of Occupational Science and Occupational Therapy

This session will provide participants with an occupational therapy informed framework for understanding sensory processing disruptions and their impact on daily life. People labeled with psychiatric disabilities experience sensory dysregulation that may disrupt their quality of life, and keep them from engaging in certain daily life activities. Hypersensitivity, for example, is common in psychiatric disorders, including schizophrenia and post-traumatic stress. In the housing context such hypersensitivity, can lead to increased isolation, as well as tenant-to-tenant conflict. Occupational therapists have developed conceptual practice models, assessment tools and intervention approaches to mediate these experiences. Incorporating occupational therapists on the housing team provides an opportunity to incorporate such approaches.

1. Participants will increase their knowledge regarding sensory processing disruptions associated with psychiatric disorders and their impact on daily life.
2. Participants will be able to identify specific strategies for providing housing supports targeting the sensory processing disruptions experienced by persons labeled with psychiatric disabilities within the supported housing context.

## 32 Redwood @ 1:00 P.M.

### Accessing and Using HMIS for the Coordinated Entry System (CES)

Pada Lee, Business Systems Analyst, Los Angeles Homeless Services Authority  
Julia Warren, HMIS Trainer/Support Specialist, Los Angeles Homeless Services Authority  
Chris Ko, Director, Systems & Innovation, Home For Good/United Way of Greater Los Angeles  
Marina Flores, Los Angeles Improvement Advisor, Community Solutions

This workshop seeks to provide attendees with a foundation of knowledge for using HMIS for CES. The workshop will provide an overview of the implementation process for using HMIS for CES by explaining user roles and the steps required to gain access to HMIS. The workshop will also cover some pointers for data entry and tracking and viewing the data that has been entered into HMIS.

#### Objectives:

1. Understand the process of accessing and using HMIS for CES
2. Know and understand the data entry in HMIS for CES

### 33 Joshua @ 1:00 P.M.

#### Funders Roundtable

Moderator: Steve Renahan, Senior Policy Advisor, Shelter Partnership, Inc.

Panelists: Misti Armstrong, Program Manager, California Debt Limit Allocation Committee

Mark Stivers, Executive Director, California Tax Credit Allocation Committee

Pansy Yee, Manager, Los Angeles County Community Development Commission

Manuel Bernal, Manager, City of Los Angeles Housing and Community Investment Department, Carlos VanNatter, Housing Authority of the City of Los Angeles

Debbie Burkart, National Vice President, Supportive Housing, National Equity Fund

Nadine Ford, Branch Chief, Department of Housing & Community Development

Each panelist will:

- Describe the funding programs and criteria available through their organization or agency including the specific target populations and project type for each funding category.
- Explain any leveraging requirements or any value added leveraging to increase scoring potential or competitiveness.
- Explain their service planning requirements?
- Discuss available funding including:
  - What is their funding schedule?
  - Amount of available funds?
  - Number of anticipated units/projects to be funded in the immediate future?
  - What is the anticipated distribution of funds?
  - Geographic Restriction?
  - Funding Categories?

After the panelist presentations, the remaining time will be for Q & A.

#### Objectives:

1. Participants will understand the complexity of financing supportive housing for persons with disabilities.
2. Participants will learn the need for collaboration and partnerships in developing supportive housing for persons with disabilities.

### 34 Yosemite @ 1:00 P.M.

#### How to Document and Claim For Housing Services

Lori W. Dobbs, LCSW, Psy.D, Mental Health Training Coordinator, DMH

This workshop will present an overview of how to properly document the provision of

housing services to meet Medi-Cal standards. Most importantly, the presenter will discuss the relationship between Medical Necessity, the Clinical Loop, Assessment, Client Treatment Plan, Procedure Codes, and Progress Note.

**Objectives:**

1. To understand the essentials of documenting medical necessity and the integration of housing needs from assessment to client care coordination plans to progress notes.
2. To learn the importance of correct code usage.
3. To identify how to appropriately document and claim housing-related activities and case management services to Medi-Cal.

## **Session III: 2:45 P.M. – 4:15 P.M.**

### **35 Catalina @ 2:45 P.M.**

#### **Challenges of Managing Permanent Supportive Housing**

Peter Barker, President, Barker Management, Inc.

Annie Schlesinger, Operation Supervisor, Barker Management, Inc.

Malen Rodriguez, Director of Asset Management, Hollywood Community Housing Corporation

Ada R. Cordero-Sacks, Esq., MA, Attorney, Law Offices of Ada R. Cordero-Sacks

Aaron Criswell, Director of Supportive Services, Step Up on Second

This workshop will provide information about identifying issues and understanding the roles of Management Staff and Resident Services on how to handle the issues and properly defuse and/ or eliminate the dilemma. The presenters will provide information from three different prospective: property management, resident services and legal counsel. The panelists will discuss the proper steps to take to handle 3 example scenarios.

**Objectives:**

1. To learn how to identify issues and understand the roles of the property management staff and the resident.
2. To learn how to handle the issues and properly defuse and/ or eliminate the dilemma.

### **36 Mojave @ 2:45 P.M.**

#### **Mediating Impact of Neurocognitive Impairments on Independent Living Skills to Improve Housing Retention**

Deborah B. Pitts, PhD, OTR/L, BCMH, CPRP, Assistant Professor of Clinical Occupational Therapy, USC Chan Division of Occupational Science and Occupational Therapy

This session will provide participants with an introductory understanding of how neurocognitive disruptions commonly experienced by persons labeled with psychiatric disabilities can impact housing success and define the need for supports. Executive function, one aspect of cognition, has been shown to be a predictor of community living success. Evidence-based approaches to addressing these neurocognitive impairments have been developed for mediating the impact of these impairments on daily life. Specific cognitive disruptions will be described and support strategies will be identified. Participants will also do problem solving around ways to support tenants labeled with psychiatric disabilities who are also experiencing cognitive disruptions.

#### **Objectives:**

1. Participants will be able to list and describe common cognitive disruptions experienced by persons labeled with psychiatric disabilities that may impact supported housing.
2. Participants will be able to identify specific strategies for providing housing supports targeting cognitive disruptions experienced by persons labeled with psychiatric disabilities within the supported housing context.

### **37 Yosemite @ 2:45 P.M.**

#### **Housing Authority of the City of Los Angeles (HACLA) Permanent Supportive Housing Programs and Applicant Intake Process**

Ryan Mulligan, Assistant Director of Section 8 Special Programs, HACLA  
Beverlene Robinson, Assistant Manager, Section 8 SPA Office, HACLA

This workshop will give an overview of the various permanent supportive housing programs administered by HACLA, including Shelter Plus Care, HUD-VASH, Project-Based Voucher, Homeless, Tenant Based Supportive Housing, Moderate Rehabilitation and Homeless Veterans Initiative Programs. The use of the Coordinated Entry System with the programs will be discussed. The applicant intake process for the permanent supportive housing programs will also be reviewed.

#### **Objectives:**

1. To understand the various HACLA permanent supportive housing programs and their similarities, differences, target populations, housing subsidy types, etc.
2. To review the applicant intake process, from initial referral/interview through housing.

### 38 Joshua Tree @ 2:45 P.M.

#### Veteran's Housing and Homelessness Prevention (VHHP) Program – First Round Debrief and Strategy Discussion

Allison Riley, Sr. Housing Finance Consultant, CHPC  
Nadine Ford, Branch Chief, Rental Housing Development, HCD

This workshop will provide information about the HCD, CalHFA, and CalVet's collaborative which issued the first funding NOFA for the VHHP Program and recently announced the awarded projects in the competition. The panelists will debrief about the successes and challenges of this first round of funding, identify successful strategies for future applicants, and discuss what's next for awardees and their implementation teams.

HCD and successful applicants will share their experience in the application process and answer questions from the audience. The panelists will discuss who was most competitive and why. They will also identify what the major challenges in the application process were and what changes to the regulations are needed for future funding rounds.

#### **Objectives:**

1. To understand the VHHP program competition.
2. To provide HCD feedback to improve program guidance for future applications.

### 39 Sequoia @ 2:45 P.M.

#### MHSA Housing Program Southern California Regional Coordinator's Meeting

*Raffle - Yosemite Hall*